

Inclusive Engagement:



A Framework for engaging people from culturally and linguistically diverse backgrounds with disability

Summary of key principles, engagement cycle and implementation expectations

AMPARO Advocacy’s Inclusive Engagement Framework sets out a recommended approach to engaging with people from culturally and linguistically diverse backgrounds with disability and their families.

Grounded in lived experience and co-design, it is intended to support consistent, high-quality engagement that is culturally safe, accessible and accountable.

This Framework reflects sector views of best practice. While it is not Government policy, government agencies, partner organisations and funded services are encouraged to adopt its approach.



[Click here to read the full Framework →](#)

What co-design participants told us they want this plan to achieve:

“Real influence, not lip service – their voices being heard, respected and acted upon.

“Stronger accountability so that engagement leads to visible action, rather than promises that quietly disappear.”

EIGHT GUIDING PRINCIPLES

Co-design and shared decision-making	Real influence from the start, not consultation at the end.
Cultural safety and humility	No judgement, no stereotyping – people feel respected and seen.
Understanding and empathy over efficiency	Take time to listen; don’t rush the process.
Accessibility and inclusion	Not inclusive unless people can access and understand it.
Trauma-informed, person-centred practice	Respect boundaries; don’t re-traumatise.
Representation and inclusion	Actively reach the people most often left out.
Tailored engagement methods	No one-size-fits-all – adapt to each community.
Transparency, trust, ongoing relationships	Show what happened with people’s input.

THE CALD ENGAGEMENT CYCLE

1. Prepare	2. Design	3. Deliver	4. Close the Loop
• Know your communities • Partner with CALD leaders • Resource it properly	• Co-design methods • Plan communication • Choose accessible settings	• Facilitate safely • Engage interpreters well • Ensure equal voice	• Report back within 4-6 weeks • Explain what changed • Evaluate and improve

Minimum Standards: Non-negotiables for all engagement

- ☐ Offer language support – interpreters and translated information whenever needed
- ☐ Provide clear, accessible information before and during engagement
- ☐ Use culturally safe and accessible settings, chosen with communities
- ☐ Recognise people's time and expertise – payment or equivalent recognition
- ☐ Respect boundaries and trauma – no one is required to share
- ☐ Support equal voice – actively include people who are often missing
- ☐ Close the loop – always report back what happened with people's input



WHO DOES WHAT

Government Agencies

Apply the Framework to disability-related engagement involving CALD communities and consider embedding its principles in procurement, contracts and funding agreements.

Partner and funded organisations

Use the Framework when designing and delivering engagement activities and align internal policies and practices with its principles.

CALD community organisations and leaders

Contribute expertise, give feedback on how the Framework is working, and participate in leadership and advisory roles.

Where to find more

The full Inclusive Engagement Framework and the accompanying Tools and Resources Pack (working templates for planning, privacy, interpreters and closing the loop) are available from AMPARO Advocacy.

[Click here to download the Resource Pack →](#)